

- Assistance on Legal Issues

This was an area of high priority for the Greenville group. Participants wanted information in the areas of the Americans with Disabilities Act (ADA) compliance, homeless issues, management/personnel, security, censorship, and religious programming. They wanted the State Library to keep them abreast of federal and state regulations in these areas and to be able to go to the State Library for help in a crisis situation.

- Personnel

There was a concern that most assistance is now aimed at professional librarians and that more training and attention should be paid to paraprofessionals. Consulting assistance was requested in the areas of personnel policies, risk management, and emerging issues such as sexual harassment.

- Large Type Service

The State Library's Large Type Service did not come up spontaneously in any group but was raised by the consultant in every group. It received one priority vote. The Large Type Service is discussed extensively in Section VI of this report. Only brief summaries are listed here. Almost all of the libraries in all the focus groups indicated that they have large type collections. They seemed to feel that they could provide service to the current patrons of the service; however, none knew how many large type patrons of the Library for the Blind and Physically Handicapped were in their service area. Several used deposit collections with mixed levels of satisfaction.

- Regional Cooperatives

These differ from regional libraries in that they do not share a governance or funding structure but rather cooperate to assist each other, particularly in the areas of continuing education and resource sharing. The Statesville group felt that the State Library should play a major role in organizing these voluntary cooperatives.

- Regulatory/Policy Role

One group, Asheville, wanted a clarification of the relationship between the State Library and regional systems and municipalities. They requested a review of the procedures used to implement the administrative code. This group also wanted a clarification of the role of the State Library Commission and an appeal process if competitive LSCA grants were not funded.

- Long Range Planning

The Chapel Hill group wanted assistance in gathering information and preparing five-year plans. The Statesville group (which gave this issue priority votes) wanted the State Library to do state level plans that could be used by local libraries for guidance.